Application No.: 10/083,263

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application.

LISTING OF CLAIMS:

1. (Currently Amended) A customer satisfaction system, comprising:

a query module for automatically sending queries to customers as to problems with goods or services provided by a provider according to a predetermined schedule and for receiving responses from customers to the queries;

an analysis module for analyzing responses from customers to identify a customer problem, and for sending responses indicating a the identified customer problem to a problem solver for resolution, and for tracking status of the identified customer problem; and

at least one problem solver for receiving identified customer problems from the analysis module, for responding to customer problems, for generating solutions to customer problems and for transmitting solutions to customers;

wherein, upon transmission of a solution to a customer problem to a customer, the problem solver notifies the analysis module of the solution and the analysis module causes the query module sends to send a query to the customer requesting verification that the problem has been solved.

2. (Original) The system of claim 1, further comprising a memory for storing a copy of each query sent, response received, problem identified and solution generated.

3. (Original) The system of claim 2, further comprising a report generator module for generating a report of queries sent, responses received, problems identified and solutions generated.

4. (Original) The system of claim 1, wherein the query module sends queries via e-mail and receives responses via e-mail.

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5.   (Original)   The system of claim 1, wherein the analysis module includes a pattern recognition system for analyzing customer problems.

6.   (Original)   The system of claim 3, wherein the report generator module includes a problem reporting module and a customer relationship management database.

7.   (Original)   The system of claim 5, further comprising an account activity module including records of customer account activity for storing a record of customer queries, customer responses, customer problems and solutions.

8.   (Original)   The system of claim 1, wherein the predetermined schedule comprises once a month.

9.   (Original)   The system of claim 1, wherein the predetermined schedule comprises once a week.

10.   (Currently Amended)   A method for ensuring customer satisfaction with goods or services provided by a provider, comprising:

automatically sending, according to a predetermined schedule, a query to a customer as to problems with goods or services provided by a provider to the customer;

receiving a response from a customer to the query;

analyzing the response received from the customer to identify a customer problemto determine if the customer has a problem;

if the response indicates the customer has a problem, generating a solution to the problem;

transmitting the solution to the customer; and

sending a query to the customer requesting verification that the problem has been solved by the solution.

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11.   (Original)   The method of claim 10, further comprising: directing the response to a problem solver for problem solving.

12.   (Original)   The method of claim 10, further comprising storing a copy of each query sent, response received, problem identified and solution generated.

13.   (Original)·   The method of claim 12, further comprising generating a report of queries sent, responses received, problems identified and solutions generated.

14.   (Original)   The method of claim 10, wherein queries and responses are sent via e-mail.

15.   (Original)   The method of claim 10, further comprising analyzing the customer's problem.

16.   (Original)   The method of claim 5, further comprising maintaining records of customer account activity and storing a record of customer queries, customer responses, customer problems and solutions in the customer account activity module.

17.   (Original)·   The method of claim 10, wherein the predetermined schedule comprises once a month.

18.   (Original)   The method of claim 1, wherein the predetermined schedule comprises once a week.

19.   (New)   The system of claim 1, wherein, the analysis module, responsive to a response from the customer verifying that the problem has been solved, for closing the identified customer problem.

20.   (New)   The system of claim 1, wherein, the analysis module, responsive to

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a response from the customer that the problem has not been solved, opens a new customer problem.

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